



# MISSOURI

## Department of Public Safety

### Missouri Gaming Commission

FY2022 Version 1.0



#### ASPIRATION

Collaborate to provide a proactive approach for the public safety of Missourians

#### THEMES

##### Team Member Engagement

##### Inform and Educate

##### Stakeholder Support

##### Strengthen Communities

#### INITIATIVES

- Update the MGC mission statement and core values and then train all employees on these values
- Recognize employees by determining the best methods to award achievements and build comradery
- Create a more productive and creative workforce by increasing diversity

- Cross-train employees to ensure continuity of operations and promote team work
- Provide development opportunities to employees
- Complete division pages (Compliance, Enforcement, Administration, Gaming Division) on the MGC Insider to include staff photos, list of duties and phone numbers for each employee

- Respond timely to patron complaints
- Respond timely to Electronic Gaming Device Incident Reports
- Streamline the application for level II occupational licenses
- Ensure each casino is adequately staffed to process level II occupational licenses

- Process Disassociated Person (DAP) applications in a timely manner